

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 6,950,801 B2  
APPLICATION NO. : 09/618809  
DATED : September 27, 2005  
INVENTOR(S) : R. Brookes et al.

Page 1 of 6

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Delete the title page and substitute therefor the attached title page.

(12) United States Patent  
Brookes et al.(10) Patent No.: US 6,950,801 B2  
(45) Date of Patent: Sep. 27, 2005

## (54) METHOD AND APPARATUS FOR COORDINATING SERVICES

(75) Inventors: Robert Brookes, Gibsonia, PA (US); Mark A. Homlson, Clenshaw, PA (US); Lisa S. Langford, Allison Park, PA (US); James V. Latch, Gibsonia, PA (US); Thomas S. Molenda, Pittsburgh, PA (US); Christopher W. Umble, Wexford, PA (US)

(73) Assignee: PPG Industries Ohio, Inc., Cleveland, OH (US)

(\*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 411 days.

(21) Appl. No.: 09/618,809

(22) Filed: Jul. 18, 2000

## (65) Prior Publication Data

US 2003/0014295 A1 Jan. 16, 2003

## Related U.S. Application Data

(60) Provisional application No. 60/146,039, filed on Jul. 28, 1999.

(51) Int. Cl.<sup>7</sup> ..... G06F 17/60

(52) U.S. Cl. ..... 705/7; 705/8; 705/9

(58) Field of Search ..... 705/7, 8, 9, 10, 705/4, 14, 1, 5; 395/202, 329; 707/660; 380/25

## (56) References Cited

## U.S. PATENT DOCUMENTS

- |             |           |                 |         |
|-------------|-----------|-----------------|---------|
| 5,432,904 A | 7/1995    | Wong            | 395/161 |
| 5,504,674 A | 4/1996    | Chen et al.     | 364/401 |
| 5,583,763 A | * 12/1996 | Archeson et al. | 707/3   |
| 5,652,842 A | * 7/1997  | Siegrist et al. | 705/2   |
| 5,794,207 A | 8/1998    | Walker et al.   | 705/23  |
| 5,797,127 A | 8/1998    | Walker et al.   | 705/5   |

5,842,178 A	* 11/1998	Giovannoli	705/26
5,862,223 A	1/1999	Walker et al.	380/25
5,884,272 A	3/1999	Walker et al.	705/1
5,950,169 A	* 9/1999	Borghesi et al.	705/4
6,282,251 B1	* 8/2001	Worstell	375/341
6,314,406 B1	* 11/2001	O'Hagan et al.	705/14
6,356,909 B1	* 3/2002	Spencer	707/10
6,397,197 B1	* 5/2002	Gindlesperger	705/37

## FOREIGN PATENT DOCUMENTS

WO	WO 9526535 A1	* 10/1995	G06F/17/60
WO	WO00072207 A1	* 11/2000	G06F/17/60

## OTHER PUBLICATIONS

Corporate News "PPG Receives CIO Award For IT Application In Forming Business" discloses a consumer resolving a glass replacement or repair claim with a brief telephone call.\*

Kalakota, Ravi and Whinston, Andrew B, "Electronic Commerce A Manager's Guide", published in 1997.\*

www.safelite.com as archived Jun. 20, 2003—Windshield glass replacement service.\*

cartalk.cars.com as archived on Jul. 7, 2000—Web site on automobile repairs.\*

\* cited by examiner

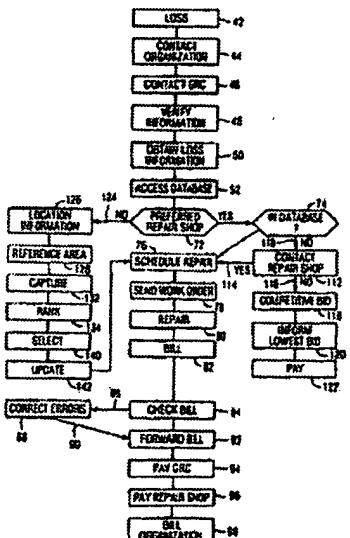
Primary Examiner—Romain Jeanty

(74) Attorney, Agent, or Firm—Dennis G. Millman

## (57) ABSTRACT

The invention relates to a method of coordinating or arranging services, such as automotive glass repair services for the policyholders of an insurance company, and to an apparatus for practicing the method. The method includes providing a database of service providers, obtaining service need information regarding a customer, selecting at least a portion of the service providers in the database based on the service need information, ranking the selected service providers, and choosing one of the ranked service providers to perform the service.

6 Claims, 5 Drawing Sheets



UNITED STATES PATENT AND TRADEMARK OFFICE  
CERTIFICATE OF CORRECTION

PATENT NO. : 6,950,801 B2  
APPLICATION NO. : 09/618809  
DATED : September 27, 2005  
INVENTOR(S) : R. Brookes et al.

Page 3 of 6

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Please delete old existing Drawing sheets and insert these new drawings.

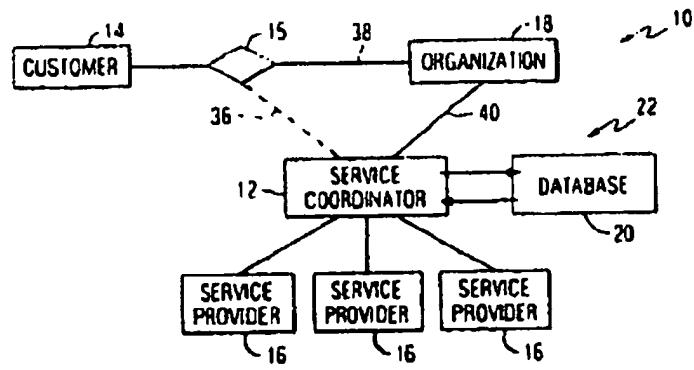


FIG. 1

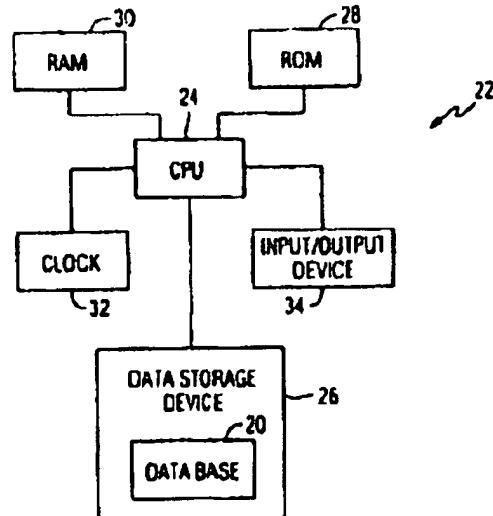


FIG. 2

UNITED STATES PATENT AND TRADEMARK OFFICE  
CERTIFICATE OF CORRECTION

PATENT NO. : 6,950,801 B2  
APPLICATION NO. : 09/618809  
DATED : September 27, 2005  
INVENTOR(S) : R. Brookes et al.

Page 4 of 6

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

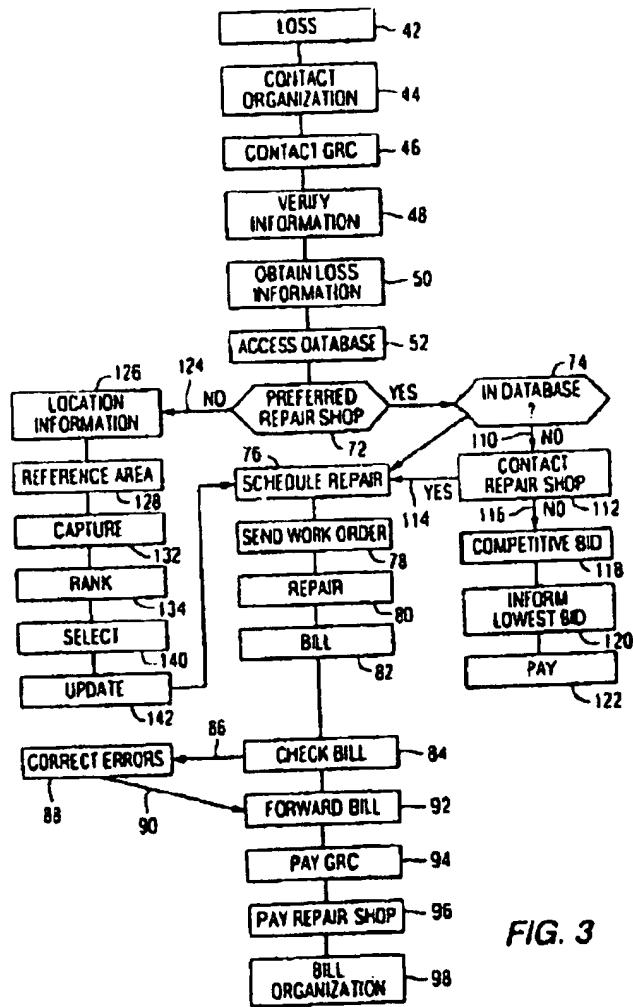


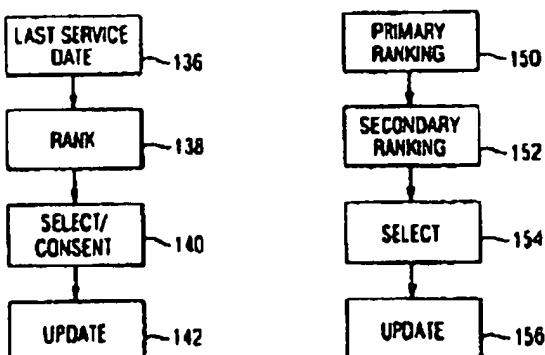
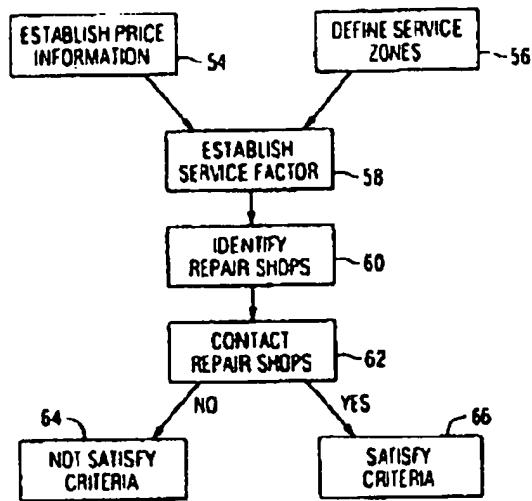
FIG. 3

UNITED STATES PATENT AND TRADEMARK OFFICE  
CERTIFICATE OF CORRECTION

PATENT NO. : 6,950,801 B2  
APPLICATION NO. : 09/618809  
DATED : September 27, 2005  
INVENTOR(S) : R. Brookes et al.

Page 5 of 6

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:



UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 6,950,801 B2  
APPLICATION NO. : 09/618809  
DATED : September 27, 2005  
INVENTOR(S) : R. Brookes et al.

Page 6 of 6

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

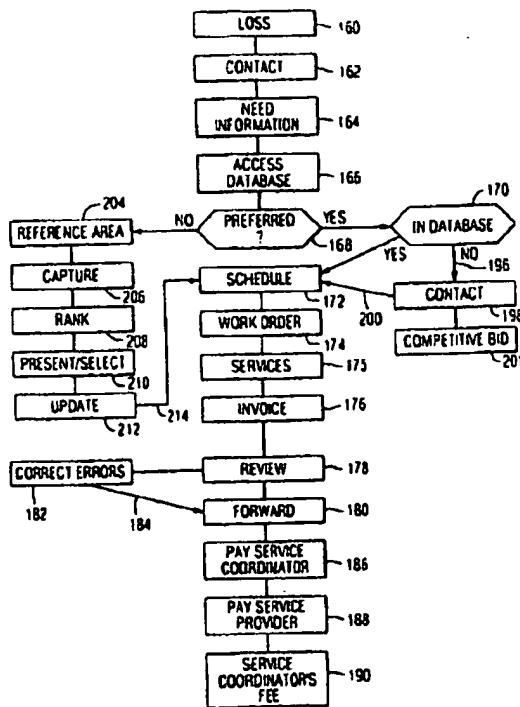


FIG. 7

This certificate supersedes the Certificate of Correction issued June 10, 2008.

Signed and Sealed this  
Fifteenth Day of July, 2008

John W. Duder

JON W. DUDAS